

Why was the PEAK website redesigned?

The PEAK website was redesigned in conjunction with the brandCOLORADO initiative. Computer Consultants International Inc. (CCI) was hired to create the new PEAK logo and design. The new PEAK logo was launched with the implementation of the Shared Eligibility System (SES) in October 2014. Following the logo launch, several focus groups were held with clients, counties, HCPF, CDHS, OIT, and Deloitte to establish standards for the PEAK website that enhance the consumer experience through accessibility, usability, and design improvements.

What feedback was received on the new PEAK website design?

The majority of participants in the focus groups preferred the new PEAK website design, noting that it was brighter and more visually appealing.

What is changing?

Only the look and feel of the PEAK website is changing (i.e., logos, colors, icons, images, page layouts, and printable application PDF files). PEAK website functionality will remain the same.

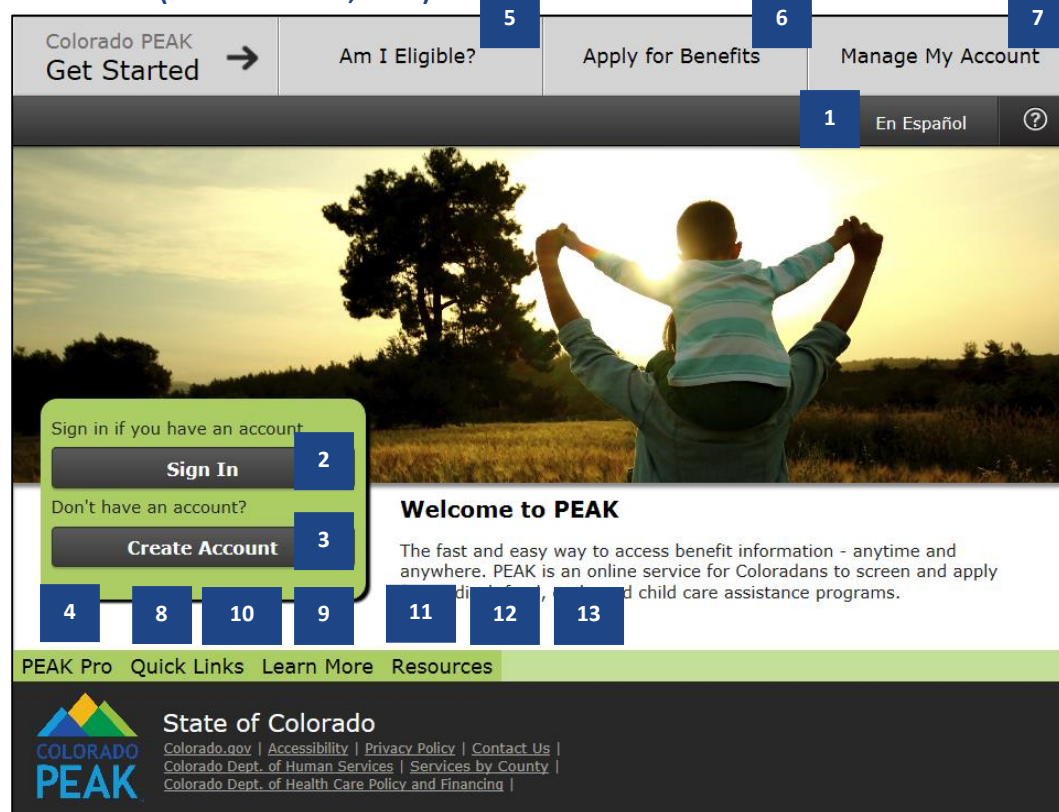
When will the look and feel of the PEAK website change?

The redesigned PEAK website will be launched on Sunday, June 28, 2015.

Will the navigation of the PEAK website change?

Yes. You will notice changes on the **PEAK** home page and the now more robust **PEAKPro** home page. Reference the images below to compare the current **PEAK** home page to the redesigned **PEAK** and **PEAKPro** home pages.

PEAK Home (Before June 28, 2015)



1. Online Assistance (LIVE Chat), **En Español**, and **Help** will move to the upper right corner of the **PEAK** home page.

2. Sign In will be located in the upper right corner of the **PEAK** home page.

3. Create Account will be accessed via the **Sign In**, **Apply for Benefits**, and **Manage My Account** links.

4. PEAKPro will be accessed via the new **Get Started** drop-down menu.

New PEAK Home Page

The screenshot shows the PEAK Home Page. At the top, there is a navigation bar with the PEAK logo (1), links for Online Assistance, Español, and Help, and a 'Get Started' button (4). Below the navigation bar, there is a 'Welcome to PEAK' section with three main buttons: 'Am I Eligible' (5), 'Apply for Benefits' (3), and 'Manage My Account' (3). A 'Learn More' button (7) is also present. Below these buttons, there is a large blue box with text about the service and a 'Click here for details' link. At the bottom, there are links for Accessibility, Privacy Policy, Contact Us, and Colorado.gov, along with a copyright notice for 2015 State of Colorado.

5. **Am I Eligible?** will be accessed via the new **Get Started** drop-down menu and the **Am I Eligible?** button.

6. **Apply for Benefits** will be accessed via the new **Get Started** drop-down menu and the **Apply for Benefits** button.

7. **Manage My Account** will be accessed via the **Manage My Account** button.

8. **Quick Links** for Clients will be accessed from the **Learn More** drop-down menu:

- Before You Begin
- Benefit Information
- Services by County
- Application Assistance Sites
- FAQs

9. **Learn More** will be accessed from the **Learn More** drop-down menu:

- About PEAK
- Program Information for Clients

10. **Quick Links** for Counties and Community-Based Organizations will be accessed from the **Resources** drop-down menu on the **PEAKPro** home page:

- County FAQs
- Community-Based Organization FAQs
- PEAK Programs and Benefits Overview
- Forms
- Brochures, Posters, and Client Account Cards
- Other Resources

11. **PEAK News** will be available via the **News** button on the **PEAKPro** home page.

12. All of the training materials will be accessed via the **Training & User Guides** button on the **PEAKPro** home page.

13. The **PEAK Reports** will be available via the **Statistics** button on the **PEAKPro** home page.

New PEAKPro Home Page

The screenshot shows the PEAKPro Home Page. At the top, there is a navigation bar with the PEAKPro logo (9), a 'Return to PEAK Home' link, and links for Resources and Sign In. Below the navigation bar, there is a 'Welcome to PEAKPro' section with a large blue box containing text about the service and a 'Get Started' link. To the right of this box is a photo of children running in a field. Below the main content, there are three buttons: 'News' (11), 'Training & User Guides' (12), and 'Statistics' (13). At the bottom, there are links for Accessibility, Privacy Policy, Contact Us, and Colorado.gov, along with a copyright notice for 2015 State of Colorado.



Will the PEAK website URL change?

No. You can still access the PEAK website via <https://coloradopeak.secur.force.com/> or www.Colorado.gov/PEAK.

Will clients need a new username or password to access their existing PEAK accounts on the redesigned PEAK website?

No. However, as a reminder, the system automatically resets client passwords every 90 days and sends an email notification with a link to clients instructing them to reset their passwords.

How will clients create accounts on the redesigned PEAK website?

Clients will be able to create accounts via the [Sign In](#), [Apply for Benefits](#), and [Manage My Account](#) links.

Will clients be able to see their previous correspondence on the redesigned PEAK website?

Yes. No changes will be made to client correspondence or printing functionality. Clients will still be able to access correspondence through [Manage My Account](#).

Will clients be able to print their Medical Cards following the PEAK redesign?

Yes. There have been no changes to this functionality. Clients will still be able to print their Medical Cards through [Manage My Account](#).

If a client started an application prior to June 28, 2015, will he or she be able to access and complete the application after June 28, 2015?

Yes. This functionality has not changed. If the client created an account and saved his or her incomplete application prior to the launch of the PEAK website redesign, then he or she will be able to finish and submit the application following the launch of the PEAK website redesign. **Note:** A client who signs in as [Guest](#) cannot save his or her application and must submit the application during that session.

What is [PEAKPro](#)?

[PEAKPro](#) is an online tool to help authorized state agents assist Coloradans who are applying through PEAK. Although only approved state agents can sign in to [PEAKPro](#), we encourage Community-Based Organizations (CBOs) and other stakeholders to visit the [PEAKPro](#) home page to access PEAK [News](#), [Training & User Guides](#), and [Statistics](#).

Who can be an authorized state agent?

If your organization assists Coloradans who apply through PEAK, you can request access to [PEAKPro](#). Select the [Sign In](#) link on the [PEAKPro](#) home page, and then [Click here](#) to find out more.

Will PEAK Outreach be updating training and marketing materials as part of the PEAK website redesign?

Yes. The updated training and marketing materials will be available this summer. Select the [Training & User Guides](#) button on the [PEAKPro](#) home page. Updates on the availability of the training and marketing materials will be published in the [PEAK View](#) newsletter. If you would like to subscribe to [PEAK View](#), select [Subscribe to PEAK View](#).

Will there be a process for providing feedback on the PEAK redesign following the June 28, 2015 launch?

Yes. If a client has an issue with the PEAK website, direct the client to report the problem to CBMS.Help@state.co.us. If you would like to provide feedback on how to improve the PEAK website, send your suggestion to CBMS.Liaison@state.co.us.